How to Use PRIME Case Management System

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The program name "PRIME Case Management" and all data screens are by © Kemps Case Works. Some screens have been modified by the Montana Legal Services Association. *5/3/04 – screen shots were removed from the manual due to technical difficulties. The screen shots will be added back in at a later date.* TAP

Please feel free to reprint and adapt the contents of this manual. MLSA

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Using PRIME Case Management System

This section of the manual will explain how to perform the most common activities in the PRIME (aka Clients for Windows) program.

I. STARTING PRIME:

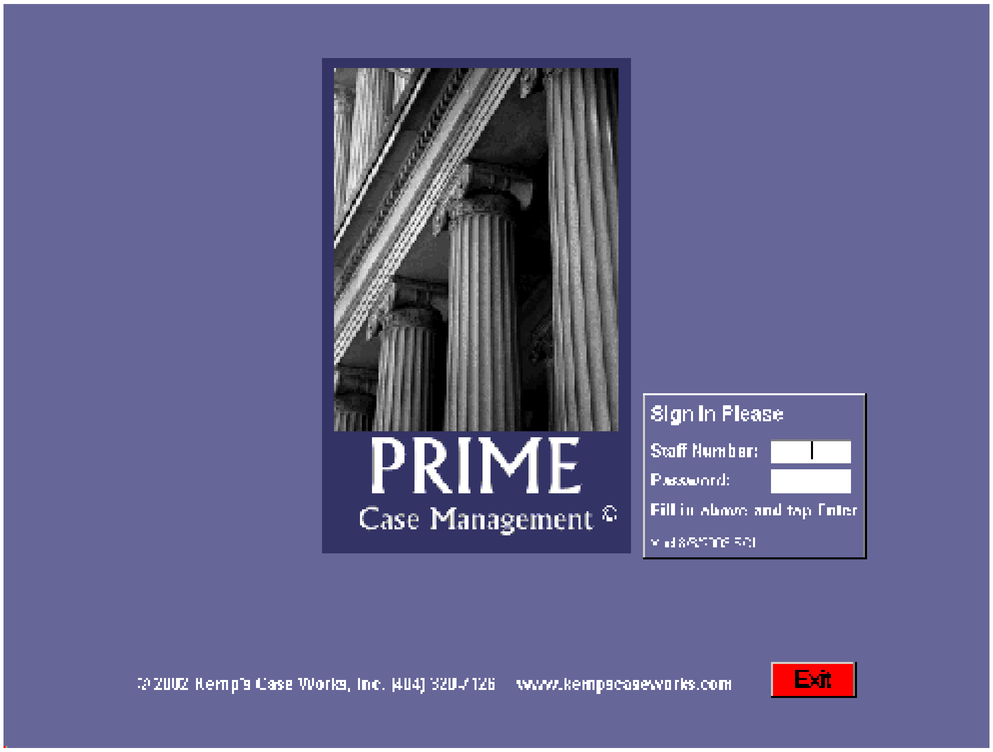
There are two ways for you to launch (open) Prime.

A. **Through the Internet**.

1. Launch **Internet Explorer**.
2. In the **Address** box (near the top of the screen) type: http://prime.mtlsa.org
    a. If you bookmark this site you won't have to type it in each time you want to log into PRIME.
3. Type in your **Username** and **Password**.
4. Click the **Login** button.
5. Click the **PRIME** icon.
6. Go to step C below to Sign In to Prime.

B. **From Your Desktop**.

1. Double-click the Remote Desktop icon called PRIME.rdp.


PRIME
Case Management ©
Sign In Please
Staff Number:
Password:
Fill in above and tap Enter
©2002 Kemp's Case Works, Inc. (404) 320-7126 www.kempscaseworks.com
Exit

Log In Screen

C. **Sign In to Prime Case Management program**.

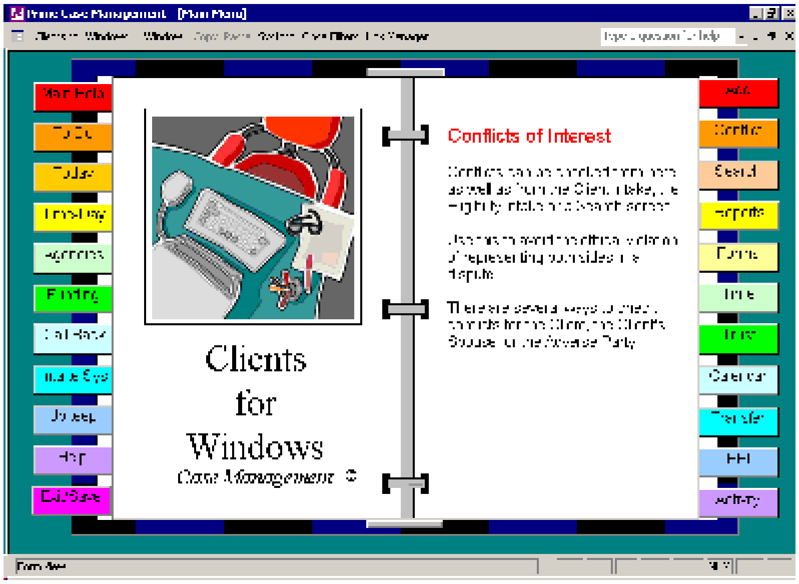
1. When this screen appears, the cursor will be located in the Staff Number field.
2. Enter your **staff number**, and press the Tab key. The cursor will then move to the Password field. Enter your **password** in this field. (If you do not have a staff number or password, please contact the database administrator).
3. Press **Enter**. This will take you to the program.

II. MAIN MENU

A. Welcome to the Main menu. You navigate through the Main Menu by using the colored tabs located along the sides of the screen.

B. There are eight tabs that you will need to use:

1. Main - This tab allows you to return to the Main Menu;
2. Today - This tab allows you to open the Calendar;



Main Menu Screen

3. Add - This tab allows you to add such things as Eligibility Slips, Client Intake Sheets, Pro Bono Attorneys and Timekeeping records;
4. Time-Day - This tab allows you to view and edit your time records entered for that day;
5. Conflict - This tab allows you to check conflict of interest records;
6. Search - This tab allows you to search for client records, conflict records, pro bono attorneys, and time records;
7. Time - This tab allows you to enter your timekeeping records into the program; and,
8. Reports - This tab allows you to create and print your Time and Attendance Reports and case lists.

III. PERFORMING THE INTAKE

A. After determining that the caller has a legal problem that MLSA may be able to handle, **the next step for EVERY call is a Conflict Check.** The staff member must always check the database to determine that the adverse party is not already a client of MLSA. At the same time, the staff member can also determine whether the applicant already has an existing case with MLSA. Both functions are performed in the **Eligibility-Resource screen**.

IV. ELIGIBILITY TESTING

A. When you need to do an intake, you must start with the **Eligibility-Resource** screen. This is where you enter basic information on the client and determine whether the client is financially eligible for services.

B. To open the Eligibility-Resource screen click the **Add** tab and then click the **Eligibility-Resource** button.

C. You must change the **Pcode** to reflect the applicant's legal problem. You change the **Pcode** by clicking on the down-arrow next to the field and choosing the proper code from the list. Also, if you know the Pcode you can type it in. See *Intake Procedures: Initial Client Contact*.

D. Click on the **Auto #** button.

E. You must make sure that your **staff number** is correct. You can change the staff number by clicking on the down arrow next to the field, and choosing your staff number from the list or by typing it. This box must reflect the staff number of the person doing the screening.

F. You must make sure that the date of the intake is correct. If the date is not correct, you can type in the correct date in the box (date format example, ##/##/####). *If the date problem persists, you should contact the Database Administrator*.

G. IF THERE ARE ANY QUESTIONS OR PROBLEMS RAISED DURING THE ELIGIBILITY SCREENING MAKE NOTE OF THEM IN THE NOTES FIELD. ***THIS INFORMATION WILL ALSO BE TRANSMITTED TO THE INTAKE SHEET.***

V. CONFLICT CHECKING – *For more information see Intake Procedures: Identifying the Client and Conflicts of Interest.*

A. Click on the **Applicant First** box and type the client's first name. Press the Tab key to move to **Mid** (Middle Initial) and **Last** Name. **Ext** is for add-ons such as Jr., Sr., II, etc. Use proper capitalization. DO NOT TYPE IN ALL CAPS.

1. Using Doe (unless it really is the applicant's last name) and Unknown for last names is not acceptable.
2. Ask the caller how to spell names (first and last). ***This is required***.

B. Click on the **Adverse (Party) First** box and type the first name of the opposing party. Click on **Last** and enter the last name. *Ask caller how to spell names (first and last).*

1. If the adverse party is a business or government agency, place part of the entity's name in the Adverse Last Name box. If the adverse party is an organization MLSA routinely litigates against, their name will be in the drop-down menu of the Adverse Last field. Click on the down-arrow key to see the list of common adverse parties. You can choose one by clicking on it with your mouse.
2. **This is required - except in bankruptcy and social security cases.** [For example, if you add SSA as the adverse party for disability cases, every cases SSA is listed as the adverse party will be listed in a conflict check.]

C. Click on the Conflict Check button. Click on the 4-Way button. The following screen will list all prior cases in which the client's name or the opposing party's name appears. If the screen is blank, there are no such cases. Prior cases can be examined by pressing one of the **Examine** buttons at the bottom of the screen, and the conflict screen can be closed by pressing the **Close** button.

D. By choosing the 4-Way button you will perform the following checks:

1. The adverse party's name against all client records;
2. The applicant's name against all adverse party records;
3. The adverse party's name against all adverse party records;
4. The applicant's name against all client records;

E. If there are matching conflict records or client records, they will be listed on this screen. Since there are now over 40,000 records in our database, there will probably always be some records listed. If you think a record is either a potential conflict or potential duplicate file, you can see the intake sheet for that record by clicking the mouse anywhere in the record and then clicking the **Examine Case** or **Examine Eligibility** button at the bottom of this screen. *See the section on"What Does this Button do?" near the end of this manual to explain the difference in the buttons.*

F. **TIPS FOR CONFLICT CHECKING** – You should write down the names that the applicant gives you - you must enter this additional information on the intake if the application proceeds to a full intake.

1. What is your maiden name? *(If female applicant - required in family law cases).*
2. Have you ever called our office using a different name?
3. Have you ever gone by a different name?
4. If hyphenated last name - do a conflict check using the different last names separately.
5. Names such as Bull Child may appear as one or two last names. You need to check under both variations (Bull Child and Bullchild). Even if the caller tells you that it is all one word, do not assume that it is entered in the database that way.
6. Ask if there are any other names the caller may be known by.
7. *The Conflict and Duplicate check will not work properly if the applicant or adverse party name is misspelled.*

G. If you still cannot make a determination about whether a conflict or duplicate record exists, exit this screen by clicking the **Close** button and return to Eligibility screen and note the potential problem in the Notes field. OR,

H. If no conflict or duplicate exists, close this screen and return to finish the eligibility slip.

VI. DETERMINATION OF CONFLICTS OF INTEREST

A. If the applicant's name appears as having been an adverse party or an adverse party's name appears as having contacted MLSA for services during a conflict check, you should stop the intake at this point. Explain to the caller that you will need to consult with your supervisor before you can proceed. You should get a telephone number and, if possible, a mailing address. Click **Save/Stay**.

B. Type the applicant's **address** and **phone number** in the fields provided at the bottom of the Elig. Resource Slip. If you open a full intake, this information will transfer.

C. You must change the **Gender** to reflect the applicant's gender. You can change the Gender by clicking the down-arrow next to the field and choosing the proper code from the list.

D. Print out the Elig. Resource slip by clicking the **Print** button and then click the **print** button **again**. You should print out copies of the other intakes as well for the supervisor to review. Click **Close** to return to the Eligibility Slip.

E. To do an intake at a later date, press **Close**. *Later, use the Eligibility Search Screen to locate and open the Eligibility record. See How to Do Searches below.*

VII. YES, WE HAVE A CONFLICT OF INTEREST

A. If a conflict appears which precludes the client from receiving assistance, explain that we are unable to provide services due to a lack of resources and offer a referral to the appropriate bar referral service.[1] If the client is unhappy with the denial of services, explain the Client Grievance Procedure. (MLSA Regulation 404).

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[1] Helena and Butte offices are required to make a pro bono referral in these instances. Contact that MLSA office for more information.

B. You must show that this application has been rejected for services. *Go to* *Applicant is Not Eligible for Services section.* To reject the applicant on the Elig. Resource slip for a conflict of interest choose "C" - Conflict of Interest for Reason Rejected.

VIII. NO, WE DO NOT HAVE A CONFLICT OF INTEREST

A. Contact the applicant back and proceed with the application. *Use the Eligibility Search Screen to locate and open the Eligibility record.*

B. When you return to the Eligibility Slip, fill in the **Conflicts Checked** box by clicking the box with the mouse.

IX. CITIZENSHIP TEST – *See Intake Procedures: Determination of Citizenship for more information.*

A. Ask the applicant if they are a citizen of the United States by birth or by naturalization. If yes, skip to Section X, otherwise proceed with next step.

B. If the applicant is not a citizen, ask if they have been granted permanent resident status. If no, click the forms button and print out the Eligibility Questionnaire (fEligibilityQuestionnaire). [ADDITIONAL INSTRUCTION TO BE ADDED AT A LATER DATE.]

X. YES, APPLICANT IS A CITIZEN OF THE U.S. or ELIGIBLE ALIEN

A. If the applicant indicates that s/he qualifies in terms of citizenship, fill in the **Citizen Check** box by clicking it with the mouse. Proceed with Income and Asset testing.

XI. NO, APPLICANT IS NOT A CITIZEN or ELIGIBLE ALIEN

A. You must stop the intake at this point. You should explain to the caller that our regulations restrict MLSA from providing services to people who are not citizens of the U.S. Offer the caller the Lawyer Referral number. Choose **Reason Rejected** - "**D**" *(Ineligible Alien)*. ***Refer to Section XV - Applicant is Not Eligible for Services section below on how to reject the applicant on the Eligibility Slip***.

XII. INCOME TESTING – *For more information see Intake Procedures: Income and Asset Determinations*

A. Determine Gross Monthly Household Income

1. List all sources and amounts of income (gross amounts) for all members of the household. Type on the grid under the weekly or monthly column and indicate on the left side of the grid the source of that income by clicking the down-arrow and choosing an income source from the list. PRIME will calculate the annual income based on the information you enter.

2. If the applicant has employment income and does not know the gross monthly or weekly amount, you can ask the applicant for an hourly wage. Then you can calculate the applicant's weekly income using the calculator on the far left. [*A copy of the Hourly and Annual Wage Chart is included in the Appendix*].

    a. Type in the hourly wage in the box next the **Hourly$** and type average number of hours the applicant works each week in the box next to **WklyHrs**.

    b. When the income is calculated, clicking the **Send to Grid** button will transfer the information to the income grid. The pull-down menus under the Income Source allow you to designate what the applicant's income source is such as Employment, SSI, etc.

B. *If you fill in an income source you must fill in a corresponding dollar amount or PRIME will give you an error message.*

XIII. HOUSEHOLD SIZE – *For more information see Intake Procedures: Income and Asset Determinations*

A. Ask the applicant how many adults are living in the home and how many children are living in the home. You ***cannot*** leave both of these fields as zero. There must always be at least one adult or one child who made contact with MLSA. **If we do not have the size of the household, we cannot determine whether the applicant falls within our eligibility guidelines.**

B. If the applicant is living with a roommate / boyfriend / girlfriend / parents / extended relatives / etc., you may need to ask additional questions to determine whether or not he/she/they should to be included as part of the household. If they are included as part of the household, you must include their income in calculating household income.

   1. Ask further questions about any other persons (roommates, boyfriends, girlfriends, etc.) living in the home. For example:

      a. How long have they been living there?
      b. Why are they living there?
      c. Do they have an income source?
      d. It may be necessary to examine the INCOME SOURCE calculations again. If the other adult living in the home has an income it may need to be included in the total family income. This may mean the difference between qualifying for services or not.

C. You can quickly check to see if the applicant is income eligible by clicking the **Compute %** button. If the number that appears in the box next to the button is below 125% the applicant is income eligible and you should proceed to Section XIV *(Asset Testing)*. Otherwise, go on to the next step.

D. If the applicant's total income is between 125% and 187.5%, MLSA can provide assistance to an otherwise eligible client if certain factors apply and with the approval of the supervising attorney of the office.

E. To aid you in determining if the applicant has grounds for factoring them in for services, click the Form button and click the **Over-income worksheet**. [TO BE ADDED LATER.] Print out the form and ask the applicant the questions to see if they meet any of the listed factors. This sheet should be attached to the printed intake and/or elig. resource slip.

F. If the applicant qualifies based on one of the factors, click the down-arrow on the **Canned Notes** field and choose the appropriate factor from the list (e.g., FA - Applying or has applied for Government Program for the Poor). If other, you will need to document decision in the notes. ***This must be determined prior to providing any services to the client.*** If MLSA cannot provide services, *see the section Applicant is Not Eligible for Services below.* Otherwise, continue with the next step.

G. If it is determined that MLSA can provide services, you must click the **Ext.Elig. 125%-187.5%** box. This field tracks those clients whose income exceeds 125% of the poverty guidelines, but have been accepted under the 187.5% exception.

H. If the client's income is over 187.5% of poverty, and his or her income is primarily committed to medical or nursing home expenses, the client may be served with the prior written approval of the Executive Director, based upon written documentation of the circumstances. *(See Casehandler's manual for instructions on obtaining written approval from E.D.)*

I. If you need to stop the screening process. Explain to the caller that you will need to consult with your supervisor before you can proceed. You should get a telephone number and, if possible, a mailing address. Click **Save/Stay**.

    1. Type the applicant's **address** and **phone number** in the fields provided at the bottom of the Elig. Resource Slip. If you open a full intake, this information will transfer

XIV. ASSET TESTING

A. In order for MLSA to provide legal assistance to a client, the client also must meet MLSA's asset guidelines *(See Part 5.8 of the Intake Procedures Manual.)*

B. Persons receiving cash benefits under FAIM, TANF, or other welfare programs, or receiving food stamps or SSI benefits are automatically asset eligible and therefore, you are not required to ask about excess assets. For all others, you will need to determine and enter household assets and their values. $3,000 for an individual and $2,000 for each additional household member.

C. You must ask the applicant the value of any non-exempt assets. At a minimum you will want to ask questions similar to the following:

1. Do you own more than 1 home? If yes, value of 2nd home.
2. Do you own more than 1 car? If yes, value of 2nd car.
3. Do you have any money in savings or a checking account?
4. Do you own anything else of significant value like stocks, bonds, or rental property?

D. If the client has no "excess" assets, you must enter zero (0) as the total value next to each Asset default. You need to make sure that the income source reflects that FAIM/TANF is an income source.

E. Maximum levels:

No. of Persons	**Max. Amount**
1	$3,000
2	$5,000
3	$7,000
4	$9,000
5	$11,000

F. The primary asset groups are listed as defaults. You can select from the list other assets by clicking the down arrow and choosing one from the list.

G. Add to Conflicts button – Click this button *only* if you gathered confidential information but rejected the applicant.

H. Unit Number - Allows for the identification of the unit that does the intake. If the intake is screened through the Hotline Unit you should click the down-arrow and select the appropriate code from the list.

XV. APPLICANT IS NOT ELIGIBLE FOR SERVICES

A. If the client is ***not*** eligible for services in terms of problem code, income, assets, conflict checks, or citizenship, you should do the following:

1. Leave the LSC Eligible box and Program Eligible box blank.
2. Click the down-arrow on the Reason Reject box and choose the appropriate reason from the list.
3. If the client is unhappy with the denial of services, explain the Client Grievance Procedure. (MLSA Regulation 404).
4. Click on **Save/Stay** to save the eligibility sheet. *Note* that nothing is added to the conflict database when the process is stopped at the eligibility level.
5. Notes - you should type a brief note why this application is being rejected for services or select one from the list of **Canned Notes** by clicking the down-arrow and choosing the appropriate one from the list.
6. If the client is referred to the State Bar Lawyer Referral Service or another agency you should click the Other Matters button and add the referral information. *For more information on the Other Matters input screen See Other Matters below.*

XVI. APPLICANT IS ELIGIBLE FOR SERVICES

A. If the client ***is*** eligible for services in terms of problem code, income, assets, conflict checks, and citizenship:

1. Check the **LSC Eligible** box by clicking it with the mouse if the client is eligible for LSC funded services and the matter presented comes within the LSC definition of "case." If the client is LSC eligible, this button must be clicked even if the case is funded by non-LSC funds so that the case will be counted in our annual LSC Case Service Report (CSR).
    a. *Checking the LSC Eligible box on the Eligibility slip activates multiple checks on the Eligibility slip. The system checks to make sure a conflict check was done, a citizenship check was done, that all assets and income sources have values, that there are adults and children listed, and that the client is not over the*

income guidelines. If any of these are not correct, a message will pop up informing the user of a potential problem.

B. You will need to fill in the box **Know About**[2]: by clicking the down-arrow and choosing the appropriate code from the list. If known, the proper "know about legal services" category should be checked. This indicates how the client found us.

C. When the applicant is eligible, the next step is to complete the Intake Sheet. To avoid duplicate work by the staff member, most of the information can be transferred from the Eligibility Slip to the Intake Sheet by pressing the **Save/Send** button at the top of the Eligibility Slip. This also will close the Eligibility Slip and open the Intake Sheet so the staff member can complete the intake. OR,

D. To do an intake at a later date, press **Close**. *Later, use the Eligibility Search Screen to locate and open the Eligibility record then Save/Send it to the Client Intake.*

E. If issues arise concerning the client's eligibility, you should stop the intake at this point. Explain to the caller that you will need to consult with your supervisor before you can proceed. You should get a telephone number and, if possible, a mailing address. Click **Save/Stay**.

1. Type the applicant's **address** and **phone number** in the fields provided at the bottom of the Elig. Resource Slip. If you open a full intake, this information will transfer

XVII. INTAKE SHEET – PAGE 1

A. The Intake Sheet is divided into five pages. The first page contains the Date Open, the Case Number, the Intake Type, the Case Type, and the applicant's first and last name, all of which came from the Eligibility Slip.

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[2] We are trying to track how many callers are finding us through the MontanaLawHelp.org website.

B. Many fields, on the intake sheet are already completed with default responses which may or may not be correct. It is therefore very important to check each field for accuracy. The following list will note which fields are transferred from the Eligibility slip, which fields require input, and which fields contain defaults. MLSA requires that all boxes be filled in with the applicant's information. It will be indicated if the information requested is optional.

C. **Date Open** -- defaults to the current date, and should be correct in most instances. If the application being entered was taken by hand on a prior date, modify this field to reflect the prior date on which the intake was actually done.

D. **Case Number** -- transferred from the eligibility worksheet.

E. **Intake Type** -- defaults to T for telephone. Verify that the Intake Type is correct.

F. **Case Type** -- defaults to H for hold. Cases should stay as H until the caller has received legal advice / assistance from an advocate. The main categories are "Staff," "Hold," "PBI," "Transferred," and "Reject." (For example, if the caller has received advice /assistance from the MLSA advocate, the case type should be changed to S for staff.) *See* *Intake Procedures: Definitions*.

G. The **Case Type** can and will change while the intake is open and sometimes upon closing. Each casehandler needs to make sure the correct case type code is used.

H. **Master Case #** - If this intake is one of several intakes involved in the same issue, you should enter the case number of the client that is the lead client in a case involving several different clients – for example, a rent strike case involving several apartments, or a welfare case involving several recipients raising the same issue -- and that this client's file will contain all correspondence and pleadings, except those which relate only to the non-lead party.

I. The **Open Master Case** button will open up the intake of the case number entered in the box next to the button.

J. You will need to fill in the Applicant's **Social Security Number**. This is important for purposes of conflict checking when trying to distinguish between people with the same name.

K. If the best to way contact the applicant is by e-mail, fill in the **E-mail** address box.

L. You will need to fill in the **Marital Status** of the applicant by clicking the down-arrow and choosing the appropriate one from the list.

M. The **Citizenship Verified** box is transferred from the Eligibility Slip. You will need to verify that it is marked. If it is not marked, you can mark it by clicking it with your mouse.

N. Click the down-arrow next to the **Status** box and choose the appropriate one from the list.

O. The **adverse party's** name has already been filled in, but if there is more than one adverse party, that information can be added by clicking in the row of boxes underneath the first adverse party, and filling in the second party's information.

P. In family law cases, you ***must*** enter the former / maiden names of the client / adverse spouse / former-spouse. You will need to type the client's other name(s) in just as you would an adverse party name. For a client however, in the **User Adverse ID** box type **Client a/k/a** or **Client f/k/a**. This allows us to identify that this person is a client not an adverse party in a conflict check.

Q. If you have not already done so, you will need to perform a conflict check on the second and additional parties. You can do this by clicking the **Conflict Check** button on this screen and following the instructions as set out above. Use the conflict help pull-down for helpful hints.

R. By choosing the **4-Way** button will perform the following checks:
    1. The adverse party's against all client records;

   2. The applicant's name against all adverse party records;
   3. The adverse party's name against all adverse party records;
   4. The applicant's name against all client records;

S. If you entered this mailing address, zip code, city, state, county and telephone number, this information will transfer to the intake sheet. Otherwise, you will need to fill in the applicant's **mailing address**, **zip code**, **city**, **state**, **county** and **telephone number** where we can reach the applicant.[3] If the telephone number belongs to a friend or relative of the applicant, or is a pager or cell phone number, you can indicate that information in the **Ref**: box.

T. If the client gives you the address and zip code you can click the **City/State** button and it will fill in the city, state and county information. ***HOWEVER,*** you need to make sure that the County is a Montana County.

   1. The County ***must*** be a Montana county. It should either be the county (in MT) where the caller lives, or the place (in MT) where the action is taking place, or the default county for the office.

      a. Williams and McKenzie counties are for Migrant Unit ***use only***.

U. If the applicant's address needs to be protected (i.e., domestic violence cases), you will need to click on the **Protected Addr** box.

   1. This is to make other users aware that the address and contact information for the client must be treated with an increased degree of confidence.

   2. This information is forwarded to the Litigation screen. See *Case Disclosure Reporting below*.

V. If the applicant has no telephone you should click the **No Phone** box.

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[3] In cases involving domestic violence, you need to make sure that it is safe to contact the applicant at the mailing address or telephone number they give you. If it is not safe, you should determine if there is another phone number or address where it is safe for us to contact the applicant.

W. If you are tabbing your way through the Intake Sheet, you will automatically go to the next when you complete all the fields on the page you are on. Otherwise, you will need to click on the Intake Page tab at the top of the screen to go to the next intake page.

XVIII. INTAKE SHEET – PAGE 2

A. On page 2 you will need to fill in the applicant's **Race** by clicking the down-arrow and choosing the appropriate code from the list.

B. **Clinic** is used to indicate a clinic to which the client will be or has been referred. If the client is receiving services from a clinic you should select the appropriate clinic from the list.

C. If the client's primary **language** is not English, choose one by clicking the down-arrow and choose the appropriate code from the list.

D. If you are tabbing through these fields, entering the **birth date** and hitting the tab button will automatically calculate the applicant's **age**.

E. You will need to select the applicant's sex by clicking the down-arrow next to **Gender** and choosing the appropriate code from the list.

F. The number of **adults** and **children** will be transferred from the Eligibility Slip. If the people in the household are the only people who will benefit from our services, the **Persons Helped** should equal the total of Adults and the Children. If you are tabbing through these fields, and the adult and children boxes are filled in correctly, it will automatically total the two numbers in the Persons Helped box.

G. Fill in the appropriate **Living Arrangements** by clicking the down-arrow and choosing the appropriate code from the list.

H. **Income Source** does **not** transfer from the Eligibility Slip. You will need to fill this box in by clicking the down-arrow and choosing the appropriate code from the list. If the client has more than one income source, you should choose the income source that provides the greatest amount of income coming into the household.

I. If you remember how many other different applications the applicant has made to MLSA, you can fill in the number for **Previous Problems**. *This is optional.*

J. The information for the **Know About** field will have transferred form the Eligibility Resource slip. You should verify that it did. If it did not transfer, you will need to fill in how the applicant found out about us by clicking the down-arrow and choosing the appropriate code from the list.

K. The **Problem Code** transfers from the Eligibility Slip. Make sure it is the correct code.

L. Fill in the **National Index** code by clicking the down arrow and selecting the appropriate code from the list. To select the appropriate National Index code the problem code must be filled in on the intake. PRIME will provide you with a list of codes associated with that problem code. ***This is required.***

M. The **Intake System and Advice Module.** This option is not currently in use. This feature is tied to the "National Index Code" at page 2 of the Intake Sheet. In the future, advocates will be asked to help develop questions related to the "National Index Codes" identified by the client. The purpose of these questions will be to help Intake and Referral Specialists gather background information in particular cases. Similarly, the "Advice" button is intended to prompt Intake and Referral Specialists, supervised by an attorney, to pass on relevant information or general advice to clients who have contacted us about a particular problem.

N. The **Advocate** box - The advocate named in the Primary Staff box should be the staff person in overall charge of the case. The name of another advocate working on the case, if any, should be placed in the Secondary Staff box. You can do this by clicking the down-arrow next to the Advocate box and choosing the appropriate staff number from the list. This person is the primary case handler for this client.

O. The **Intake Wrk** box will contact the number of the person who filled out the initial Eligibility Slip and Intake Sheet. You can do this by clicking the down-arrow next to the Intake Wrk box and choosing the appropriate staff number from the list. This box has been added to identify non-advocates or Information and Referral Specialists conducting the screening.

P. The **Secondary Staff** box should be filled in with the staff number of the staff member primarily assisting the primary case handler. In cases where a non-attorney is the primary person the Secondary Staff box should be filled in with the staff number of the attorney supervising him/her.

Q. The **Office** number should default to your office. If it does not, contact the Database Administrator in Helena.

R. The **Unit** box allows for the identification of the unit that does the intake. If the intake is screened through the Hotline Unit, you should click the down-arrow and choose the appropriate code from the list.

S. The **Funds** box should default to the primary funding source for the case. For those staff whose salary comes from more than one funding source, you will need to pay special attention to this box. Your Unit Manager or Managing Attorney will assist you in determining the correct funding codes for your cases. To change the funding code, click the down-arrow next to the box and choose the appropriate code from the list.

T. The **Group** field is used to track cases where MLSA is representing a low-income group. See the Casehandler's Manual for more information on representing groups.

U. **Unduplicated** Service field defaults to No. This field is used to track unduplicated services during a funding year as required by LSC. If the applicant has no open intakes and/or no intakes closed during the calendar year concerning the same or similar problem then you would click the Unduplicated Service box to indicate that there are no duplicate intakes.

V. The **Packet** field is used to track if you send an informational packet of materials to the client.

W. **LSC Eligible** field information transfers from the Eligibility slip.

    1. *The LSC Eligible box indicates a conflict check was done, a citizenship check was done, that all assets and income sources have values, that there are adults and children listed, and that the client is not over the income guidelines.*

X. The **Handicapped** field is used to indicate if the client is handicapped.

Y. The **Domestic Violence** field defaults to no. This field enables us to track domestic violence cases even if the main problem code is other than 37.

Z. **Impact** cases are cases that impact the client community. *(See Casehandler's Manual)* Check the **Impact** box if the client's case falls within the definition of Significant Activity.

AA. Check the **Good Story** box any time our assistance makes the client's legal situation into a good story (for example, if we prevent or reverse a lockout, get utilities back on, assist a client in obtaining visitation through pro se services, obtain monies for client, etcetera). VERY helpful for grant report writing.

BB. **Spcode1:** – This box includes two additional options: 1-Cltn difficulties and 2.Clctn suit filed. This box applies to clients who are involved in domestic violence relationships. We are trying to capture specific information so that we may go after additional funding. We are trying to capture the following information:

    1. Whether or not the applicant has had a judgment or a collection case filed against them recently. (2.Clctn suit filed).
    2. Whether or not the applicant has had any bills turned over to a collection agency recently.(1.Clctn difficulties).

CC. **ASSETS VERIFIED** - If a client is receiving benefits under a means-tested program (welfare (food stamps, FAIM) or SSI benefits) which has asset standards that are lower than MLSA's, you should not have to do an asset eligibility test. However, IF A CLIENT IS ON FAIM, FOOD STAMPS OR SSI, you must indicate that information in the Assets Verified box by clicking the down arrow and choosing the appropriate selection from the list. (For example, **NO EXCESS ASSETS - SSI**).

DD. The **File Status** box will need to be marked if we are providing direct representation to a client; if the client is on a waiting list for services; if we are providing pro se assistance; or if the file is currently suspended. This allows MLSA to better track the type of assistance being provided and to make reporting easier. ***This is Required.***

1. If you are representing the client you click **Open case file**;
2. If you are only providing pro se assistance, click **Assisting Pro Se**;
3. If the case has remained open for an extended period of time and the primary case handler has determined there is a need for the case to remain open click **Suspended case file**; and
4. If the client is on the waiting list for PAI or other services click **Waiting List**.

XIX. CASE NOTES TAB

A. The case notes page is just what the name implies, a place to put all of the events that occur in the case. When a staff member needs to add notes on the case they should begin by clicking on the Date button. This will put the current date and staff member's number onto the screen. It is necessary that everyone do this any time they add notes so that we can keep track of actions taken by all staff members on each individual case. When the cursor becomes active in the note field, the staff member can begin typing notes.

B. **STANDARDS FOR CASE NOTES** – According to the LSC compliance team, the intake/file notes should accomplish 3 goals. They should spot the issue, explain what the advocate did in terms of resolving the client's problem, and finally, explain how the client's problem was resolved. ***This is required.***

1. These notes need not be voluminous but they should be complete and thorough so that anyone authorized to read them knows what the case was about, how the advocate handled it, and how the problem was resolved.

2. The notes should reflect the date of the activity being described or the date they are entered into the database.

3. The notes should identify the person who is entering them.

4. Abbreviations should be used judiciously. If using abbreviations, make sure their meanings are clear to anyone authorized to read the notes.

5. Complete sentences are appreciated but not necessary if the meaning of the notes is perfectly clear.

C. You can print all of your notes and use them as a case activity log by clicking the **Print** button.
   1. To get back to the Intake Sheet click the **Close** button.

D. If a case is accepted for client representation, you do not need to record every action taken in the notes field. You would, however, document when the case is close and exactly what was achieved.

XX. INTAKE SHEET - PAGE 3 ~~ *Closing and Followup information and Pro Bono Information*

A. **Contested** box - not currently in use.

B. **Followup** box - not currently in use.

C. **Reviewed** - not currently in use.

D. If the client's case has been referred to a **pro bono** attorney, refer to Section XXIV(B) below.

E. **Special Programs** - not currently in use.

XXI. CLOSING CASES: Stating the Reason Closed and Evaluating the Outcome

A. When representation has been completed or it has been determined that no further services are needed, the case handler will need to close the Intake Sheet. The case handler can do this by going to page 3 and filling in the following information.

1. **Reason Closed**: Enter the reason closed from the pull down menu when the case is closed. *A copy of LSC's Case Statistic Report guidelines and FAQ's is included in the Appendix.*

   Reminder: If the case you are closing is a rejected case, the Reason Closed must be an "X." *See page 56 for more information about Rejecting an Intake.*

2. **Date Closed**: Click on the Close Date button for entry of today's date when the case is closed.

3. **File Destroyed** date field allows the case file to be marked for destruction on a date certain.
   a. When the intake is closed on the computer the staff member will need to enter a **File Destroy Date** in the box provided on page 3 of the intake sheet.
   b. Unless otherwise instructed by the Managing Attorney or Unit Manager, the date should be seven (7) years from the date the case was closed.
   c. If the closing date on the intake is changed the File Destroy Date should be changed.

4. **Main Benefit**: Enter appropriate benefit when the case is closed. Select the appropriate code by clicking the down-arrow and choosing from the list. (Main benefit codes first 1 or 2 numbers will match up with the problem code, i.e, client receives assistance for a divorce (problem code 32) so the main benefit code would be 3201). In this example, if all the client had received was advice or brief service then the main benefit would be 3901 - Obtained advice, brief service, etc.

5. **Outcome** – defaults to A for advice. Modify to reflect reality when the case is closed. Select the appropriate code by clicking the down-arrow and choosing from the list.

6. **Hours** : Click the **Sum Time** button to update the total hours. It finds all the records pertaining to a case, adds them up, and puts the sum in the Hours field

7. **Recover**: Use to document monies recovered for the client. For example, if your client received an SSI back award of $1,500 you recovered $1,500 for the client and you would type $1,500 in the box.

8. **Recover Monthly**: Use to document monies recovered for the client monthly. For example, your client was awarded $69 a month in child support, you would enter $69 in the Recover Monthly box.

9. **Avoid**: Use to document monies saved for the client (expenses avoided). For example, the client's landlord sued him/her for $2,500. You negotiated with the landlord and now the client only has to pay $500. You help the client Avoid paying $2,000 and you would enter $2,000 in the **Avoid** box.

10. **Avoid Monthly**: Use to document monies saved for the client each month (monthly expenses avoided).

11. **CLASP Audit** (Compliance Checklist) *See MLSA Intake Procedures: Compliance Checks and the section of this manual on how to use the CLASP Audit.* [Coming Soon]

XXII. SEARCH SCREENS

A. Search screens are located on the **Search Tab** page, as well as on other pages of the Main Menu, depending on the type of record.

B. Each Search Screen opens with a set of default fields to search with. You can change the field displayed by choosing another field from the pull-down menu.
   1. Choose your search criteria (e.g., Client Last Name, Staff Number, problem code - LSC problem code, etc.) by selecting a field name from the pull-down menu at the top of the screen. Each Search screen usually defaults to the most common search field, such as client's last name on the Client Search screen.
   2. Type what you are looking for into the empty field and tap Enter. A list of records that match your criteria appears in a table format.

3. The number shown in the Count box on the upper or lower right-hand corner of the search screen represents the number of records that your search returned.
4. To sort your results, single click on any record of the column you wish to sort and press the **A-Z** button (or **Z-A** button for reverse order).
5. You can enter the client's last name and first names separated by a comma to search for the client using both names, e.g., Smith, John.
6. You can use "**wild cards**" to find records.
   a. Use the * sign as a wildcard for an unlimited number of characters (e.g., Sm* gives you Smith, Smoot). To find all clients whose names begin with 'Pul', enter Pul* in the box and tap enter.
   b. A '**?**' can be used as a wild card for a single character. J?n returns Jon and Jan.
7. To look at the Intake for a particular record, click on it and push the **Open Intake** button, or double-click the record.

Note: Before you open a record, click on the Status button to keep the search open. This allows you to return to the Search screen when you exit the record you are reviewing, without reopening the Search Tab from the Main Menu and reentering your criteria.

8. The **Filter by Selection** and **Filter Excluding Selection** buttons on the top line menu allows you to "drill down" through the data.
   a. For example, to find all your open landlord/tenant cases, single click on any problem code 63 and press the Filter by Selection button. This displays all the landlord/tenant cases. Then click on your staff number and press **Filter by Selection**. This displays only your landlord/tenant cases. Last, click on any date closed that is blank and press Filter by Selection. The results displayed are your open landlord/tenant cases.
   b. To use *Filter by Excluding Selection*, click on a city, such as Twodot, and press the **Filter Excluding Selection** button. Only cases from places other than Twodot would be displayed.
   c. If you highlight the 2003 portion of the date in the **DOPEN** column and press the **Filter by Selection** button, only the cases that were opened in 2003 will be displayed. Highlight the 11 in front of the date and only cases opened in November 2003 will be displayed.

d. Use the *Print* button to print your search results.
e. Go Back feature is a set of arrow keys which allows you to go backward or forward in the set of searches you recently did. This works for the searching using the combo box pull-down and the 'Word or #' box.

XXIII. CLASP AUDIT (Compliance Checklist)

[COMING SOON....to a theater near you]

XXIV. PRO BONO WAITLIST & REFERRALS

A. **Waitlist** procedures for pro bono attorneys (if applicable to your office) - once it has been decided that a client will be placed on a waiting list for a pro bono attorney you should mark the intake as follows:
   1. If the client has received advice the Case Type should be an "S"; and
   2. Mark the File Status box "Waiting List" (intake page 2).

B. When a client is referred to a pro bono attorney (and not before), you should do the following:
   1. Change the **Case Type** to "P";
   2. **Delete** "Waiting List" from the **File Status** box (Intake Page 2);
   3. On Intake Page 3 click the **Find Lawyer** button;
   4. Enter the **County** and the **Case Types** to see a list of attorneys in your area that handle this problem type.
   5. Once you locate an attorney's name on the list, click your mouse on the attorney you've selected and click **Choose**. This sends the pertinent pro bono attorney information to page 3 of the intake.
   6. Make sure the **referral date** is filled in. The referral date *must* reflect the date of the referral.

C. **Choosing more than one pro bono attorney** for the case. You may select up to three pro bono attorneys for one case. Only the primary attorney's information will appear at the bottom of the intake screen and the new number is put in the primary attorney box.
   1. You should only list attorney(s) who are providing pro bono assistance.

2. To choose a second attorney on Intake Page 3 click the **Find Lawyer** button;
3. Enter the **County** and the **Case Types** to see a list of attorneys in your area that handle this problem type.
4. Once you locate an attorney's name on the list, **click** your mouse on the **attorney** you've selected and click Choose. This sends the pertinent pro bono attorney information to page 3 of the intake.

D. **Closing a pro bono intake**.
   1. Before closing an intake, you must have received a pro bono closing form from the pro bono attorney.
   2. Enter hours reported by the pro bono attorney on the closing form in the **PBI hours** box next to his/her number.
   3. Close intake as set out in the part *"Closing the Intake"* above.
   4. **If the pro bono attorney provided no services**:
      a. You need to delete from page 3 of the intake sheet
         (1) the **referral date**;
         (2) the **Lawyer** or Lawyers numbers; and
         (3) the **Primary Lawyer** number (pink box).
      b. Next, the intake **case type** should be changed to an "*S*" if the client received, at a minimum, advice from MLSA. **Close** the intake as set out in *Closing the Intake* above.
      c. If the client received no legal advice from MLSA and never had any contact with the pro bono attorney, the **case type** should be changed to an "*R*" and the intake should be ***rejected***. *See Rejecting an Intake below*. Just a referral to a pro bono attorney does not count as a case statistic. *See also LSC FAQs included in the Appendix.*

XXV. PRO SE CLINIC CASES

A. Waitlist procedures for pro se clinics - once it has been decided that a client will be placed on a waiting list for a pro se clinic you should mark the intake as follows:
   1. If the client has received advice the **Case Type** should be changed to an "*S*";
   2. Mark the **File Status** box "*Waiting List*" (intake page 2);

3. Mark the **Clinic** box (intake page 2) by clicking the down-arrow and choosing the appropriate clinic from the list;

B. Once the client attends a pro se clinic you will need to do the following:

1. Change the **File Status** box to "*Assisting Pro Se*"; and
2. If the pro se clinic was done by a private attorney you should change the Case Type to "P" and fill in the pro bono attorney information following the instructions above.

C. Closing a pro se clinic case.

1. Close intake as set out in Section XXII - Closing the Intake. If clinic was done by the pro bono attorney, the intake **case type** should be a "P", otherwise it should be an "*S*".
2. **Reason Closed** should be "*K-Other*."

XXVI. PRO BONO TAB

A. Adding a Pro Bono Attorney

- Before entering a new attorney, go to Search » PBI Lawyers » and type the Last Name of the Attorney in the box next to Last Name at the top of the Lawyer Search screen. Press Enter. A list of records that match your criteria should appear in a table format. If the name does not appear, proceed with the steps below to add a pro bono attorney to the PRIME database. Click the Close button near the bottom of the Lawyer Search screen to exit.

To Add a Pro Bono Attorney

1. Click the Add tab.
2. Click PBI Lawyers.

3. **Lawyer Intake Screen - Page 1**

    a. This manual only explains the fields that must be filled in so that the Administrative Office can run reports based on this information.

    b. Choose an Attorney Number from the numbering system below and enter it manually; this is not automatically generated by the system.

The pull-down menu is there only to show you the numbers already in use.

(1) A unique numbering system has been developed for each field office. The unique number starts with the office number (**with the exception of Browning and Missoula). They are:

2 - Billings (includes Indian and Migrant Units)
13 - Bozeman (OFFICE CLOSED)
23 - Browning / Cut Bank **
3 - Butte
14 - Glendive (OFFICE CLOSED)
5 - Great Falls
6 - Havre (OFFICE CLOSED)
1 - Helena
8 - Kalispell / Libby
16 - Miles City
11 - Missoula **
12 - Poplar

(2) Type the first or first two numbers designated for your office and the last number used should appear in the box. For example, for Billings, if you type 20 - the number 200149 would appear in the box. For Helena, if you type 10 - the number 100346 would appear in the box.

(3) Change the attorney number. You will need to increase this number by 1. Continuing with the example for Billings above, the number would be increased to 200150.

(4) By clicking the On Panel box, it will put a check mark in the box indicating that this attorney has agreed to accept pro bono referrals.

(5) VVLSP and VLRS check boxes are not currently used by MLSA.

(6) Type the first name of the attorney. The middle initial is optional. *If there is more than one attorney with the same name, adding a middle initial will help distinguish between the two or more attorneys.*

(7) Type the attorney's last name.

(8) Type the attorney's extension (i.e., Jr., Sr.). *(Optional)*

(9) Click on the pull-down list and select the appropriate Title from the list.

(10) Type the name of the attorney's Firm - *if you know the name.*
(11) Type the name used for the Salutation. For example, if the attorney's name is Robert and he goes by the name Bob, type Bob in the Salutation box.
(12) Type the *mailing* address. If the mailing and street address are the same, type the street address. *Otherwise, there is a separate place for the street address.*
(13) Click on the pull-down menu and select the appropriate Position from the list.
(14) Enter the Zip, City, State and County where the attorney resides.
(15) Enter the Phone Number. PRIME requires this field to be completed. If you do not know the telephone number you can type 000-0000 or 111-1111.
(16) Enter the fax number. If you do not know the fax number, this field can be left blank.
(17) Enter the E-mail address, if available.
(18) Enter the date you enter the attorney into PRIME in the Date on Panel box. *This is required.* The date on Panel should be the date the attorney returns a preference sheet setting out what types of cases the attorney will accept or the date the attorney agrees to start taking cases. DO NOT CHANGE THIS DATE ONCE ENTERED.
(19) Click on the pull-down menu and select the appropriate code to indicate how the pro bono attorney was Recruited.
(20) Click on the pull-down menu and select your office as the Primary Office.

4. Lawyer Intake Screen - Page 2

(1) Please enter information concerning the attorney or referrals in the note box. Be sure to date the note and enter your initials at the end. The most recent notes should be on top.
(2) The boxes indicating where the attorney will meet with clients or opposing parties are *optional*.
(3) If the pro bono attorney has indicated the he/she will speak or consult on a specific subjects you can note the name of the subject in the corresponding box.
(4) MISC1 - this box is used to track if an attorney is unavailable and the dates they will begin accepting referrals again. You can only type a very brief statement in this box.

        - (5) MISC3 - type the street address of the attorney in this box. *(optional and if different from the mailing address).*

    5. **Lawyer Intake Screen - Page 3**

        - (1) Click Save/Stay before proceeding with this screen.
        - (2) *Required.* To Set the Counties the attorney will accept cases from, click the Set Counties button.
            - (a) To select a county, scroll through the list and click each county the attorney will accept case. An "X" will appear to the left of the county name. To unselect a specific county, click it one more time and the "X" will disappear.
            - (b) When done, click the OK button.
            - (c) Click OK - one more time.
        - (3) Click Save/Stay.
        - (4) *Required.* To Set the Subject - areas of law in which the attorney will accept cases - click the Set Subjects button.
            - (a) To select a subject or subjects, scroll down through the list and click on the subject one time to choose it. An "X" will appear to the left of the Subject name. To unselect a subject, click one more time.
            - (b) When done, click the OK button.
            - (c) Click OK - one more time.
            - (d) Click Save/Stay.

    6. Click the Close button.

B. **SEARCHING** for an attorney

    1. The Basics
        - a. Click Search tab
        - b. Click PBI Lawyers
        - c. Click Status button so "Search Stays Open"
        - d. The Lawyers Search Screen opens with a set of default fields to search. You can change the field displayed by choosing another field from the pull-down menu.
        - e. The Buttons
            - (1) Show All - will produce a list of all the attorneys that have been entered into Prime.

        (2) A/Z (down-arrow) - across the top of screen. If you click your mouse in a specific column and then click the A/Z button it will sort in ascending order for that column. If you click Z/A (up-arrow) it will sort in descending order.
        (3) Filter by Selection
        (4) Filter Excluding Selection

    2. Searching for Attorney by Last Name
        a. Type the last name of the pro bono attorney you are looking for into the empty field next to "Last Name" and tap Enter. A list of records that match your criteria will appear in a table format.

    3. Searching for Attorneys using County / Case Type
        a. Type Name of County in box next to Counties Served.
        b. Click the drop down arrow and select from the list.
        c. The results should be a list of attorneys who will accept specific type of cases in a specific county.

C. Updating Attorney Information

    1. **Updating the address, telephone number, counties, subjects information, etc.,**
        a. If the pro bono attorney changes his telephone number, fax number, address information etc., go to page 1 of the Lawyer Intake screen and update the information.
        b. If the pro bono attorney changes the counties or the type of pro bono cases he/she will accept, go to page 3 of the Lawyer Intake screen.
        c. The change the county information, click the Set Counties button.
            (1) To select a county, scroll through the list and click each county the attorney will accept case. An "X" will appear to the left of the county name. To unselect a specific county, click it one more time and the "X" will disappear.
            (2) When done, click the OK button.
            (3) Click OK - one more time.
        d. To change the types of cases the pro bono attorney will accept, click the Set Subjects button.
            (1) To select a subject or subjects, scroll down through the list and click on the subject one time to choose it. An "X" will appear to the left of the Subject name. To unselect a subject, click one more time.
            (2) When done, click the OK button.

- (3) Click OK - one more time.
- (4) Click Save/Stay.

e. You should enter a note in the note box on page 2 of the Lawyer Intake screen indicating you updated the pro bono attorney's information. Be sure to date the notes and enter your initials at the end. The most recent notes should be on top.

f. If done, click the Close button.

2. **If an attorney will no longer accept pro bono referrals**, DO NOT DELETE Pro bono attorney. Instead, update the attorney information as follows:
   - a. Click the On Panel box to uncheck it. It is located near the top right side of page 1 of the Lawyer Intake screen.
   - b. Go to page 2 of the Lawyer Intake screen and click the Date Notes button. The notes should indicate that the attorney is no longer taking pro bono cases. If the attorney provides an explanation you should include it in the notes along with the initials of the person who updated the notes.
   - c. Go to page 3 of the Lawyer Intake screen
     - (1) Click Save/Stay before proceeding with this screen.
     - (2) To Remove the Counties click the Set Counties button.
       - (a) To deselect a county scroll through the list and click on each selected county one time. The "X" will disappear.
       - (b) When done, click the OK button.
       - (c) Click OK - one more time.
     - (3) Click Save/Stay.
     - (4) To Remove the Subject(s) click the Set Subjects button.
       - (a) To deselect a subject or subjects, scroll down through the list and click on each selected subject one time. The "X" will disappear.
       - (b) When done, click the OK button.
       - (c) Click OK - one more time.
       - (d) Click Save/Stay.

3. **Attorney TEMPORARILY not taking pro bono referrals**
   - a. Try and determine from the attorney a time in which they may again start accepting referrals, or
   - b. If the attorney cannot give you a date, tickle it to follow-up with the attorney 6 months later.
   - c. Go to page 2 of the Lawyer Intake screen and click the Date Notes button. The notes should indicate that the attorney is temporarily not

taking pro bono cases. If the attorney provides an explanation, you should include it in the notes along with the initials of the person who updated the notes.

d. *(Optional)* On page 2 of the Lawyer Intake screen enter a very brief note in MISC1 (this box limits the amount of information you can type). For example, the attorney tells you that they will not be able to take a new case until October, 2004. In the Misc1 box type “unavailable ‘til 10/2004". Another example, the attorney is on maternity leave and will be out for the next 3 months. You may want to enter “maternity leave until 7/04" and tickle it for follow-up.

XXVII. FAMILY TAB (Intake Page 5)

A. This tab was added to track the client’s family members. A note field is included on the Family screen so that virtually any information can be gathered. *This information is Optional.*

B. PRIME *does not* conflict check against this information.

XXVIII. CALENDAR and TODAY Tab

[COMING SOON...]

XXIX. The TIME Tab

There are 3 ways to add a time record: 1. Add a Time Slip - either from the Add or Time tab pages or from the intake; 2. Add Time Batch Method - on the Add or Time tab pages; or 3. Add Time Block Method - on the Add or Time tab pages.

A. Add Time Slip

1. Enter the **time** you spent on this client’s case. (15-minute intervals, i.e., .25).
2. [Line #4] Select client’s last name from **Open Case** list OR, select a closed case from the second box (Type in Old Number) OR, click **Matter** or **Sup. Activity** from pull-down list of third box. If closed case, you can also do the following:
   a. click **List Closed #s** button

    b. type in the **client's last name**.
    c. **Select** client's case from list. PRIME will enter the Case Number on the slip.
3. [Line #5] Make sure the **Date**, **Funding** and **Advocate** codes are correct.
4. [Line #6] If the **Activity** is client related it is considered "*A-Case Related*". If the activity is a Matter or Sup. Activity *(Supporting Activity)* you will need to select a corresponding code. Matter activity codes start with an "*M*" and Supporting Activity codes start with an "*S*".
5. [Line #6] **User** field - "Matter" time expended for PAI or VISTA Project purposes will be tracked using the drop-down box in the "User" field contained in the time slip.
    a. If the work performed is PAI related click the down arrow next to User field and click "PAI." ***This is the only method to capture PAI hours for reporting purposes.***
    b. If the work performed is related to the VISTA Project, click the down arrow next the User box and click "VISTA."
6. [Line #6] **Office number** should default to your office number. If it is incorrect, you need to change it by selecting the correct office number from the pull-down list. If you are part of the Hotline **Unit** you should select the appropriate code from the list.
7. [Line #7]**Reason for the Activity** (Notes)a brief note should be entered better describing the activity. For example, "Advised client re ....".
8. Click **Save/Stay**. You ***must*** type your initials at the end of the notes.
9. Click the **To Case Notes** button to copy the time slip notes and paste them into the client intake notes.
10. Click **Close** to return to previous screen *or* click **Add** to add a new time slip.

B. Add Time – Batch Method

1. Click on the Time tab;
2. Add Time Batch Method;
    a. The data entered is the same as when using an individual time slip. Only the appearance changes. You will have to remember to click on **More Fields** to open up the "User" and "Notes" fields.

3. The **staff number** defaults to the number you used to log into PRIME. Make sure it's your number. The number appears on each time slip you enter, unless you change the number manually.
4. The **date** defaults to today's date. If you are entering time from a previous date, you can type in a different date (i.e., 09/29/2003). This date will repeat on each slip until you change the date.
5. For each record, click on **Matter** or **Sup**. **Activity** (Supporting Activity) to indicate which if either it is. **OR**, if case related, select a **client name** from the pull-down menu or enter the case number automatically.
6. ***If closed case:***
   a. click **List Closed #s** button
   b. type in the **client's last name**.
   c. **Select** client's case from list. PRIME will enter the Case Number on the slip.
7. Enter the **time** you spent on this client's case. (15-minute intervals, i.e., .25).
8. Select the appropriate **funding** code.
9. **Office** number defaults to your office. If the number is not correct you can manually change it by clicking the pull-down list and choosing the right office number.
10. **Unit** - only applies to those working with the Hotline Unit. You should click the down-arrow the appropriate code from the list if the time you spent is associated with the hotline.
11. If the **Activity** is client related it is considered "*A-Case Related*". If the activity is a Matter or Supporting Activity you will need to select a corresponding code. Matter activity codes start with and "*M*" an Supporting Activity codes start with an "*S*".
12. If the Activity is Case Related you need to select the appropriate **Case Work** code. (This box appears when the activity selected is case related).
13. **User** field - "Matter" time expended for PAI or VISTA Project purposes will be tracked using the drop-down box in the "User" field contained in the time slip.
   a. If the work performed is PAI related click the down arrow next to User field and click "PAI." ***This is the only method to capture PAI hours for reporting purposes.***
   b. If the work performed is related to the VISTA Project, click the down arrow next the User box and click "VISTA."

14. **Notes** (long white box on 2nd row of slip): a brief note should be entered better describing the activity. For example, "Advised client re ....". You ***must*** type your initials at the end of the notes.
15. Click the **To Case Notes** button to copy the time slip notes and pastes them into the client intake notes.

C. Add Time – Block Method

Follow the steps as it has set them out. On the left side of the screen:

1. Click on the beginning **time** and drag to the ending time. The time increments are located on the far left of the screen. (i.e., click your mouse on 8:00 am and drag your mouse down to 10:00 am). PRIME will enter the beginning and ending time in the boxes provided.
2. Confirm **date**. If not the correct date, you will need to type in the correct date.
3. The **staff number** defaults to the number you used to log into PRIME. The number appears on each time slip you enter, unless you change the number manually.
4. Select client's last name from **Open Case** list or click **Matter** or **Sup. Activity** from pull-down list of second box or if closed case:
   a. click **List Closed #s** button
   b. type in the **client's last name**.
   c. **Select** client's case from list. PRIME will enter the Case Number on the slip.
5. **Office number** should default to your office number. If it is incorrect, you need to change it by selecting the correct office number from the pull-down list. If you are part of the Hotline **Unit** you should select the appropriate code from the list.
6. Click the pull-down list and select the appropriate **funding** code.
7. If the **Activity** is client related it is considered "*A-Case Related*". If the activity is a Matter or Supporting Activity you will need to select a corresponding code. Matter activity codes start with an "*M*" and Supporting Activity codes start with an "*S*".
8. **User** field - "Matter" time expended for PAI or VISTA Project purposes will be tracked using the drop-down box in the "User" field contained in the time slip.

   a. If the work performed is PAI related click the down arrow next to User field and click "PAI." ***This is the only method to capture PAI hours for reporting purposes.***
   b. If the work performed is related to the VISTA Project, click the down arrow next the User box and click "VISTA."

9. Skip #9. It does not apply to what we do.
10. **Notes** (long white box on 2nd row of slip): a brief note should be entered better describing the activity. For example, "Advised client re ....". You ***must*** type your initials at the end of the notes.
11. Click the **To Case Notes** button to copy the time slip notes and paste them into the client intake notes.
12. Click the **Save** button.
13. On the right side of the screen:
    a. By clicking on a specific date on the calendar - it will change the date on the time slip (Step #2).
    b. On the bottom right side of screen is Staff Member information:
        (1) Total of all Time for Day - shows the total amount of time entered for that day.
        (2) Time without a Beginning or Ending time, or the Start time is after the Ending time. Shows hours entered manually without reference to the starting or ending times.
    c. On the far right edge is a yellow color bar. As you fill in time for the day it will darken the hours that you have completed time for. It gives you a graphic view of the hours accounted for during the day.

D. Making Sure that All Your Time Has Been Recorded

1. LSC requires that time records be maintained covering all program compensated time. You should routinely check that your records are up to date. Below are a couple of ways to do this:

    a. First, on a daily basis, you can click "**Time-Day**" tab. This displays a summary of how much time was spent doing what.
        (1) You can change information by clicking in the box and editing the existing information. (i.e., you can change the time from .25 to .5 hours)

b. Second, to check your time for several days, including the pay period:
    (1) From the "Time" menu, click "**Time Balance for a Period**",
    (2) designate the period (e.g., 11/1/1999 - 11/14/1999),
    (3) make sure that your ID number is shown, and hit enter. You will see a screen summarizing all of your records for each day of the period covered (individual time records are not shown).

E. Correcting Time Records

1. If you wish to correct a particular time record (raising or lowering the amount of time, changing the case to which it is attributed, changing the timekeeping code, etc.), go to the:
    a. **Time** tab and click "**Search for Time**."
    b. Click the **Status** button at the bottom of the screen (should be yellow).
    c. In **Search field** (located near top of screen) click down the down-arrow and click **Staff Number**
    d. enter your **Staff ID** number (box to the right of the search box),
    e. Press **Enter** to produce a list of your time records

TIPS *(See also Search Screens for more info)***:**

f. At the top of each column is a pull-down arrow. By clicking the arrow you can change what information shows up in that column. (Only changes while you are working in the search screen. If you close the screen it will reset the columns back to their defaults.)
g. To locate specific slips
    (1) To bring the most recent time records to the top click your mouse in the **TiDate** column (not on TiDate
    (2) click the Z/A (down-arrow) button at the top of the screen.
    (3) scroll down to locate the time slip(s).
    (4) If all you want to view are the slips for a specific date (for example 9/30/03):
        (a) click your mouse in the **TiDate** column in a box with the date of 9/30/03.

    (b) click the **Filter by Selection** button on the menu bar near the top of the screen.

  (5) another example, to locate all time slips with the user code "PAI"

    (a) Change the label in the column from INCOURT to UCODE.

    (b) you can eliminate blank UCodes by clicking your mouse in a blank UCode box and clicking Filter Excluding Selection. (All that should be left are slips marked PAI).

F. Printing Bi-Weekly Timekeeping Reports

All casehandlers are required to submit the following time reports every 2 weeks to MLSA's Administrative office:

1 - Bi-Weekly Time Report
2 - Matter and Supporting Activity Report
3 - PAI Report (only required if you have PAI hours for that time period.)

1. Time and Attendance
    a. Click **Reports** tab ➜click **Reports on Other Tables** button ➜ on the side that says "Other Tables" click down arrow in the box under **Choose Table** and scroll down and click **Ttime**.
    b. Under **Available Reports** click down arrow and click **RTimeAndAttendance_xx** (Bi-weekly time report (total hours)). This will take you to the Time Slip query screen (Blue and gray).
    c. In the **Staff Number** box: enter your staff number.
    d. In the **Date** box: enter beginning and ending date for time period. (For example: 03/29/2003-04/11/2003). Note the use of the 4 digit year and no spaces between the dates and the dash (-).
    e. Click the **Make Query** button ➜ click the **Produce Form** button.
    f. **Print** report ➜ click the **Close** button. You should be back to the Time Slip query screen.

g. To the right of the Red Box (Advanced Options) there will be a **Form Pick** option with a box. Click the down arrow on the Form Pick box ➜ locate **RMatterAndSupActivity_xx** (Matter and Sup. Activity Report) ➜ click **Produce Form**.

h. **Print** report ➜ click the **Close** button. You should be back to the Time Slip query screen.

i. Click the down arrow on the **Form Pick** box ➜ locate **RTimePAI_xx** (PAI Report (total hours)) ➜ click **Produce Form**. If there are no hours to report, this form will have the "Error" on it. If that is the case, you do not need to print it out.

j. **Print** report ➜ click the **Close** button. You should be back to the Time Slip query screen. ➜ Click the Close button to exit from the Time query screen.

XXX. PRINTING REPORTS

A. From time to time you may need to print reports using the data in PRIME. The following are some **tips** on selecting criteria for the report:

1. Use a dash for a range (e.g., 1/1/03-6/30/03)
2. Use a comma for a list (e.g., Yellowstone, Gallatin)
3. *An exception to the use of the dash is entering a case number because it uses a numbering system that includes dashes. The QBF screen will interpret the dash as a range (e.g., 99-2002 will cause the system to look for cases between 99 and 2002 instead of #99-2002). When requesting a range of case numbers or the records for a single case such as time records, go to the Advanced Options box on the QBF screen and select the colon (:) from the Range Specifier. By selecting colon, you tell the computer to recognize the dash as part of the case number rather than as indicating a range. The same applies if you are searching for something with a comma in it. Select something other than the comma from the List Specifier. AGAIN-this only applies if what you are searching for contains a dash or a comma (e.g., #97-70001 or Jones, Jr.).*
4. Use the word Null to indicate no entry (e.g., Null next to Date Closed gives you open cases)

5. Use <> and = signs (>65 with age or <$8000 for income)
6. Use the * sign as a wildcard for an unlimited number of characters (e.g., Sm* gives you Smith, Smoot)
7. Use the ? As a wildcard for a single character
8. Criteria are cumulative (e.g., an F with Gender and 59 with Age gives you 59-year-old women).
9. Select a Sort By criteria from the pull-down menu (e.g., Name, City, Age) and indicate if you want the sort to be ascending or descending. Note: Reports and forms with abbreviations beginning with "F" will sort; those beginning with "R" or "L" do not.
10. Press the *Make Query* button to make the query.
11. Press the *Produce Form* button to display the report. Use the *Print* button to print the report.
12. To generate another form or report using the same criteria from the same *QBF* screen, go to **Formpick** (on the right-hand side of the screen), and select the report you want to use from the pull-down list. Example: You printed a form letter for PBI attorneys who handle bankruptcies in Lewis and Clark County and now want envelopes for those letters. On the same QBF screen from which you generated the letters with the criteria already selected, go to Formpick and choose Report Envelope Lawyer. Press Make Query, Produce Form and Print.
13. To determine how many pages the resulting report is, check the lower left-hand corner of the screen. Use the arrows to go from one page to another on multiple page reports.

B. Individual Case Lists

1. **Open case list** (basic list). This will create a report listing all of an advocate's open cases.

    a. Click the **Reports** tab.
    b. Click the **Clients Case Report** button.
    c. Click the down arrow under **General Reports**.
    d. Click **FAdvocateCl1** - Basic Tabular Report Listing Snum First.
    e. Click **QBF** button.
    f. Click **OK.** You are now at the Clients query screen.
        (1) In the *Closed Dates* box type **IS NULL**
        (2) In the *Advocates* box type your **staff number**

        (3) **Optional**: You can add other restrictions such as city, county, etc. You can also delete the staff number and type in the office number to get a report of closed cases for your office.
        (4) Click down arrow in *Sort By* box (black box on right side)select option to sort by (i.e., Client's Last Name).
    g. Click **Make Query** button ➜ click **Produce Form** button ➜ **Print** form ➜ click **Close** ➜ click **Close** (again). You are back at the query screen.

2. **Individual Closed Case List** (basic list). This will create a report listing all of an advocate's closed cases.

    a. Click the **Reports** tab.
    b. Click the **Clients Case Report** button.
    c. Click the down arrow under **General Reports**.
    d. Click **FAdvocateCl1** - Basic Tabular Report Listing Snum First.
    e. Click **QBF** button
    f. Click **OK.** You are now at the Clients query screen.
        (1) In the *Closed Dates* box type the date or date range (i.e., 01/01/2002-12/31/2002[note the 4 digit year and no spaces between dash(-) and dates])
        (2) In the *Advocates* box type your **staff number**
        (3) **Optional**: You can add other restrictions such as city, county, etc. You can also delete the staff number and type in the office number to get a report of closed cases for your office.
        (4) click down arrow in *Sort By* box (black box on right side) select option to sort by (i.e., Client's Last Name).
    g. Click **Make Query** button ➜ click **Produce Form** button ➜ **Print** form ➜ click **Close** ➜ click **Close** (again). You are back at the query screen.

3. **Individual Case Service Reports (CSRs)** - *this is a breakdown of how many cases were closed by problem type and reason closed.*

    a. Click the **Reports** tab.
    b. Click the **Clients Case Report** button.

c. Click the down arrow under **Apply to Only Closed**.
d. Click **RCSR** - .LSC-CSR Case Statistical Report
e. Click **QBF** button
f. Click **OK.** You are now at the Clients query screen.
  (1) In the Case Type box type "S,P" (for staff and pro bono cases).
  (2) In the *Closed Dates* box type the date or date range (i.e., 01/01/2002-12/31/2002[note the 4 digit year and no spaces between dash(-) and dates])
  (3) In the *Advocates* box type your **staff number**
  (4) **Optional**: You can add other restrictions such as city, county, etc. You can also delete the staff number and type in the office number to get a report of closed cases for your office.
  (5) Click the down arrow in the *Sort By* box (black box on right side) select option to sort by (i.e., Client's Last Name).
g. Click **Make Query** button ➜ click **Produce Form** button ➜ **Print** form ➜ click **Close** ➜ click **Close** (again). You are back at the query screen.

C. **Time and Attendance Reports** - *See the section on Printing Bi-Weekly Timekeeping Reports above.*

D. **Case Note Summaries**. This will create a report showing all cases where new notes were entered during a particular date range.

a. Click the **Reports** tab.
b. Click the **Clients Case Report** button.
c. Click the down arrow under **General Reports**.
d. Click **FprtClZoom** - Print the Client Case Notes.
e. Click **QBF** button.
f. Click **OK.** You are now at the Clients query screen.
  (1) In the *Memo Change* box type the date or date range (ie, 01/01/2002-12/31/2002[note the 4 digit year and no spaces between dash(-) and dates])
  (2) **Optional**: You can add other restrictions such as staff number or office number, etc.

(3) Click down arrow in *Sort By* box (black box on right side) select option to sort by (i.e., Client's Last Name).

g. Click **Make Query** button ➜ click **Produce Form** button ➜ **Print** form ➜ click **Close** ➜ click **Close** (again). You are back at the query screen.

XXXI. RE-OPENING AN INTAKE:

A. If a client with a closed case contacts us again on the same legal problem - during the same calendar year, the closed file must be reopened. A new file may not be opened unless the client presents a new and different "case." (See below.)

B. LSC frowns on the double counting of "cases" when submitting annual reports of closed cases.

What is a "case"?	In practical terms, a "case" is a legal problem or set of problems which arise out the same transaction AND which can be resolved in the SAME PROCEEDING.
Examples:	A GA and Food Stamp overpayment based on the failure to report the same income would be SEPARATE CASES because two different proceedings (state and county fair hearings) are involved. An Order of Protection and a later divorce for the same client in the same year would be counted as two separate cases (unless sought simultaneously in the same forum). See p. 24 LSC - FAQ.
Multiple Screening:	A situation involving several separate client contacts – the first when the client is screened and counseled after receiving a non-payment of rent notice, and the case is closed; the second when the client is assisted in filing an unlawful detainer answer or a stay of execution – is ONE CASE because it involves the same eviction action.

C. Duplicate cases are often opened when the client is screened on successive dates for the same legal problem. To avoid this, the screener will have to "*Search*" for a case which was opened for the same client, having the same LSC legal problem code, and with dates opened relatively close in time.

D. If the same case is presented, and if the client has already been closed, the advocate can reopen the case by:
   1. Click on the **Search** tab.
   2. Click **Clients**.
   3. Type the Client's Last name in the "*Word or #*" box. See *also Search Screens above.* Tap **Enter**.
   4. Locate the client record. To look at the Intake for a particular record, click on it and push the **Open Intake** button, or double-click the record.
      a. Delete the "*Reason Closed*" code,
      b. Delete the "*Date Closed*".
      c. A record of the new client contact and the reopening of the file should be added to the "*notes*".
      d. If a new advocate is taking over the case, you should change the advocate number.

E. If the legal problem being presented by the client is a different "case" under LSC definitions, a **NEW INTAKE** should be created in the case management system starting with the Eligibility-Resource Slip.

F. You can create an additional intake for the same client by clicking the **duplicate** button at the top of the intake sheet and editing the new record to show the new opening date (the first date assistance was rendered in the new case), problem code, etc. A reference must be made in the Notes field to the file number of the case which contains the financial eligibility slip for the client. If more than one month has elapsed since the original intake was opened, you must verify all financial eligibility information.

XXXII. REJECTING AN INTAKE

A. On page 1 of the client intake screen, change the **Case Type** to "R" for Reject.

B. Click the down arrow on the **R Rejected** box and select a reason for rejecting the intake. *This box is located underneath the Adverse Party boxes on the right side of the page. It only appears when the CaseType is "R."*

C. On page 3 of the client intake screen click the down-arrow next to the **Reason Closed** and choose "**X** - Reject" from the list.

D. **Date Closed**: Click on the Close Date button for entry of today's date when the case is closed.

E. There is no **Main Benefit**.

F. **Outcome** – Change to N - Not Obtained.

G. **Hours** (semiauto): Click the New Time Slip button from below to update the total hours. Click Sum Time button.

H. On the **Case Notes** page, type a brief statement in the notes about why the intake is being rejected. Make sure to date the notes and type your initials at the end of the notes.

XXXIII. CASE DISCLOSURE REPORTING FORM

A. To complete a Case Disclosure Reporting form (referred to in Prime as the Litigation Report) go to page 3 of the client's intake screen. See Intake Procedures Section 15 on Case Disclosure Requirements as well as the Casehandler's Manual.

✏ Instead of mailing a copy of the Case Disclosure form to the Helena office, MLSA Staff should complete the case disclosure information in Prime.

B. Click the **Litigation** button. This will bring up the Litigation Report screen.

C. The following data must be entered:

1. **Problem Type** (PCode) and **Case Number** should already be completed.

2. Give a brief description of the **Cause of Action**. For example, you are representing a client in court who has filed suit against their landlord for repairs to a leaky roof. You might type something like: "Client has leaky roof that the landlord refuses to fix." Another example would be,

if you filed a petition for dissolution of marriage you might type something like: "Dissolution of Marriage". If custody is at issue "Establishing Parenting Plan", "Parenting Plan Modification" or "Divorce with Parenting Plan." The idea is that the information in the Cause of Action field be *brief* and *descriptive*.

3. If you have filed the Petition/Complaint in court click the **Petition has been filed in Court** box. *If you were served with a Petition or you have not filed the Petition (yet), you should not be filling out this form.*

4. If you indicated that the Client's address is **protected** (for domestic violence purposes) on page 1 of the client intake sheet, this box will be marked. If you did not mark the *Protected Addr* box on page 1 of the intake sheet you can mark it on the Litigation form. Otherwise, skip this box.

5. If you clicked the *Protected* box to protect the client's address you need to choose a **Reason**. Click the pull-down arrow and choose **"A - Domestic Violence**." If domestic violence does not apply then the client may not meet the requirements to protect the address.

6. Please indicate whether the **Client is Plaintiff (aka Petitioner) or Defendant (aka Respondent)** by typing either a "*P*" or a "*D*" in the box provided. ***Hint***: If it's not a P you don't need to fill out this form.

7. For **"1. Choose Court Number"** choose "1-Put into Court One Section."

8. For **"2. Then Pick the Judge or Court"** - click the pull-down arrow for either box and choose the appropriate code. *This will fill in most of the information on the form.*

9. Fill in the **Begin Date 1** (if filling in Court 1 Section) with the date you filed the Petition / Complaint in court.

10. The **Submitted to LSC** box is for Administrative Office use **only**.

11. Optional boxes: *At this time no policy decision has been made as to whether or not to track this information on this page. If we do decide to track more closely on this page we will add further choices to the Result list.*

    a. **Judgment Entered** - click this box to indicate that a final judgment has been entered in this action.

    b. **Result#** - is used to indicate the result or outcome of the case. As you can see it currently has one option "Prevailed in action and received favorable result."

12. **Other Parties**:
    a. Casenum - is already filled in.
    b. In the box just below **P or D** enter "D" for defendant or "R" for respondent. If the Other Party is a P - there is no need to fill out this form.
    c. In the box below First Name type Other Party's first name.
    d. In the box below Last Name type the Other Party's last name.
    e. In the box below PartyAddress enter either the street or mailing address of the Other Party. If you do not know the address, type "Unknown."
    f. In the box below PartyCity, type the name of the City where the Other Party lives. If you do not know – leave blank.
    g. In the box below St (State), type the abbreviation for the State where the Other Party lives. If you do not know – leave blank.
    h. In the box below Zip type the zip code, if you know it, for the Other Party. Otherwise, leave blank.

13. Click the **Save/Stay** button.

14. **Print** this form and keep it in the client file behind the intake sheet.

15. When done, click **close** until you return to page 3 of the client intake sheet.

XXXIV. TO DO TAB

A. Click on this tab to open your own private "To Do List".

XXXV. OTHER MATTERS Button

A. An "Other Matters" button can be found on the Add Tab page, page 2 of the Intake Sheet and on the Eligibility Resource Slip. *For more information on "Other Matters"* *see* *Intake Procedures, part 14.*

B. To enter this data from the "**Add**" menu, click the "**Other Matters**" option.

1. In the screen that opens up, click **Persons Helped** and make sure it reflects at *least* 1;
2. **Estimated** - defaults to No. If the number of Persons Helped is Estimated change to Yes by clicking the pull-down arrow and click Yes.
3. Specify the **Service or Start Date** the activity took place;
4. "**Service Provided**" - click the pull-down arrow and choose the appropriate code from the list(e.g., "referred to other source of assistance" for a referral to the public defenders);
5. The **problem code** for these referrals. A new "other service" record should be made for each LSC problem code and each major referral agency.
6. "**Narrative overview of the services provided**" - important for the distribution of educational materials (e.g., who you distributed them too) or who/where you gave a presentation and the outcome of said presentation.
7. Enter your **staff number**;
8. **Hours** spent on "Matter" - *this information will transfer to a timeslip if you "Add Time" from this screen.*
9. **Funding** - A funding source must be designated for each case. It will be used to tie the activity to a particular grant You can choose a funding source by clicking the pull-down arrow and clicking the appropriate code from the list.
10. **Office Number** - Choose your office number by clicking the pull-down arrow and clicking the appropriate code from the list.
11. **Add Time** button - *see below on how to use.* This will create a timeslip on the referral or other matters activity performed.

C. “**Add Time**” button on bottom right of the screen. For advocates required to keep time you can easily add your time spent on this action by using this function. As you can see, much of the information has been completed for you.

1. Click **Add Time** button.
2. **Time Spent** will transfer from “Other Matters” screen if you entered time otherwise, type the amount of **Time Spent** (ie, .25 hours)
3. [Line #4] Non-Case Related is filled in.
4. [Line #5] Date and Staff Number are filled in. Double-check Funding and change if needed.
5. [Line #6] Activity and Office are filled in.
6. [Line #7] If you added notes to the “Other Matters” activity, the Notes will be pasted into the Notes box. Otherwise, add a brief note about the activity.
7. Click **Save/Stay** button and then **Close**.
8. This will return you to the “Other Matters” screen.

D. Click **Save/Stay** and then **Close** when done entering “Other Matters” information.

E. These records can be later retrieved from the “Search” menu.

XXXVI. CALL BACK SYSTEM – The Quick and Dirty Version of How to Use – NEW

This section needs to be reviewed.

A. This assumes that you have determined that the applicant is not a current client.

B. **Entering a New Call Back Slip**

1. Click Call Back Tab
2. **Determine if applicant has a current call back slip**.
    - a. Click Search for Call Back Record.
    - b. Click Status button – so Search Stays Open.
    - c. Select Search Criteria – Client Last Name.
    - d. Type applicant’s last name in empty box (to the right of Client Last Name) and tap the Enter key.
    - e. If you locate a match double-click to open call back slip.

        (1) Determine if this is for the same problem that applicant is calling about.
        (2) If yes, review call back slip to determine next step. If no, click Close button, click Close button on search screen and go to #3.

3. Click **Add a Call Back Record**.
    a. Select the type of Problem (problem code).
    b. Click Auto #.
    c. If applicable, select Unit #, otherwise skip.
    d. Date and Time of call, Staff taking call and Office # are already filled in.
    e. Type Caller First Name, Middle In (if applicable), Last Name and Ext (if applicable).
4. DO CONFLICT CHECK by clicking Conflict Check button - then click 4-Way Check button. When done click the Close button to return to Call Back slip.
5. Complete call back slip by filling in:
    a. Caller phone
    b. Language
    c. Need a TDD? (if applicable)
    d. Best time to call
    e. If this is an emergency?
    f. Notes about conversation - if there is anything specific the person calling client back needs to know that is not listed above.
6. Click Save/Stay before exiting screen.

C. Calling Back the Applicant

1. Click Call Back Tab.
2. Click **Search for Call Back Record**.
    a. Select Status button – so Search Stays Open.
    b. Select Search Criteria - change Search Field to “Matter Completed?”
    c. Select “No” from the drop-down list that appeared in the empty box to the right.
        (1) This will give you a list of all callers that still need to be contacted.
        (2) If you click your mouse somewhere in the CallDate column and click that A/Z (down-arrow) button it will sort the call back slips from oldest to most recent.
3. Double-click slip and it will open up the Call Back slip.
4. **Recording attempts to call back the applicant** – the GREEN area is to record Calls to Client.

    - a. Call Date and Call time are automatically filled in when you open the Call Back slip.
    - b. Code field - This is used to indicate the following:
        - (1) "A - Spoke with Client" – if you spoke to the client but was not able to proceed with eligibility testing.
        - (2) "B - Client Not In" – not able to leave a message.
        - (3) "C - Answering Machine" - left message on answering machine / voice mail.
        - (4) "D - Left Message" - left message with an individual. If possible, you may want to find out the name of the person take the message and not it in the notes to the right.
    - c. Notes About Call to Client – this is where you would note anything unique about the call that is not reflected anywhere else on the callback slip.
    - d. Click Save/Stay before exiting screen.

5. **Recording call back from client** – the BLUE area is to record calls from the client.
    - a. Date and time are recorded when you open up the call back slip.
    - b. Notes about Call from Client - this is where you can type notes about the conversation with the client. For example, applicant calls back and talks to staff who entered call back slip and gives the staff additional information about phone numbers or other times the applicant may be available. This information can be entered here so when the Hotline staff go to call client back they will have this information available to them.
6. **CALL BACK SERIES COMPLETE and/or PROCEEDING TO ELIGIBILITY TESTING**
    - a. Have tried several time unsuccessfully to contact client - make notes in final call back entry re this ➜ click the "Was client called back" check box and "Call series complete" check box to indicate that you are done.
    - b. If the call is complete (no further call backs necessary and no need to open Elig.-Resource slip) click the "Was client called back" check box and "Call series complete" check box to indicate that you are done.
    - c. Proceeding to Eligibility Testing click the "Was client called back" check box and "Call series complete" check box to indicate that you are done ➜ click Save/Send – this will send the basic information to the Elig. Resource slip.

XXXVII. STAFF NUMBERS [to be completed later...]– NEW

A. CONTACT THE DATABASE ADMINISTRATOR IN HELENA TO ADD A NEW STAFF NUMBER.

XXXVIII. WHAT DOES THIS BUTTON DO??

You will see a series of buttons located on different screens. Each one of these buttons performs a particular function. *Most of the buttons are listed below. If you cannot find it, it means either this writer missed it, defined it above, or did not feel that it should be included at this time.*

Button	Description
Add	Press the Add button to save the current record just entered, and to bring up a blank screen to add a new record.
Advice	PRIME has an Intake Questions & Advice System which will provide the user with a list of standardized questions and advice related to the client's particular problem.
Calculator	A pop up calculator are conveniently located in the Eligibility screen.
Calendar	provides the user with a blank calendar slip to schedule reminders for appointments and tickle dates. *[Coming Soon]*.
Case Time	provides the user with a list of time slips entered thus far for this case. This acts as a built-in chronological account of what has been done in the case.
Choose	(Choose a Lawyer) Once you Find a (PAI) Lawyer, pressing the Choose button will send the pro bono attorney information to the client's intake.
City/State	If the client gives you the address and zip code you can click the **City/State** button and it will fill in the city, state and county information.
CLASP Audit	Pressing the CLASP Audit brings up a CLASP regulation checklist. *[Coming Soon]*.
Close	Press the Close button to save and exit the intake screen.
Close Date	enters Today's date in the Date Closed box.

Button	**Description**
Close Topline Web Bar	use to remove web tool bar.
Compile CFWPrime.mdb	This button makes the system run faster by making sure the code is stored in a language that the computer can understand with the minimum of translation.
Conflict Check	Press this button to bring up the screen to check for conflicts. PRIME can perform a 2-way, 4-way or 6-way conflict check.
Conflict Help	Provides the user with a pop-up window of what information should be provided in the adverse party fields. *See also Intake Procedures: Identifying Client for more information.*
Date Difference Calculator	This button allows you to compute the number of days between two dates. The date can be input directly or by clicking on a calendar. It is available from the Calendar Input Screen. This can be useful when trying to figure out the number of days available to respond to a pleading.
Date	On the Case Notes tab the date button enters you staff number and the date in the case notes field.
Duplicate	The Duplicate button creates a new intake and generates a new case number. When the Duplicate button is used, a notation is placed in the notes field of the new case. This notation states that the case was duplicated, lists the original case number, and shows the date on which it was duplicated. It also lists the date the Eligibility slip was entered, “This case is a duplicate of Case Number 00-1000146 and was duplicated on 2/19/2003. The associated Eligibility Slip was opened 6/24/2000.”
Edit New	To edit or close a series of cases without returning to the search screen after each edit, push the **Edit New** button, fill in the case number of the next case you want to edit, and press **Enter**. Pressing the button gives you a window with a pull-down list of open cases sorted by client’s last name, which allows you to locate the case number even if you don’t have it handy.

Button	Description
Examine Client	Opens up a summary screen. This gives you a case summary for conflicts, a read-only screen that contains pertinent information about the case. A blank yellow screen indicates no client intake exists for conflicts. If you get a blank screen it may mean that only an eligibility slip exists. *See Examine Eligibility button.*
Examine Eligibility	Opens up a summary screen. This gives you a case summary for conflicts, a read-only screen that contains pertinent information about the case. A blank screen indicates no eligibility slip exists for conflicts. If you get a blank screen it may mean that only an intake exists. *See Examine Client button.*
Find Lawyer	Press this button to see a list of PAI lawyers who handle the problem indicated in this case and who works in the client's county of residence.
Forms Letters	Use this button to generate a letter or an envelope or form for the client. *See form letters above for more information on how to use*. [Not currently being used].
Help	On Intake Page 3 next to Reason Closed is a *Help* button which provides you with the LSC definitions of each reason to help with choosing the appropriate reason closed.
Hotline	To make an agency referral, send printer materials to the client, or list a relative or friend as a contact, press the *Hotline* button.
Intake System	PRIME has an Intake Questions & Advice System which will provide the user with a list of standardized questions and advice related to the client's particular problem.
Litigation	Opens the Litigation screen, which will allow you to record information about the case that must now be recorded on the Disclosure form.
LSC	The **LSC** button will bring up a page with the LSC Regulation 1626 - RESTRICTIONS ON LEGAL ASSISTANCE TO ALIENS. If you click the button to bring up this screen, click the **Close** button to return to the Intake Sheet.

Button	Description
New Elig.	The *New Elig.* button on the top of the Client Intake screens allows you to complete the Intake input screens for a client, and then go directly to a new Eligibility Slip (for another client), rather than having to go back to a menu first.
New Time Slip	This is one method to record time spent on a particular client's problem. This button is used to create a new time slip for a file. Many of the fields in the time slip are completed automatically. Below are instructions for the fields which require attention. *See Also Section V.*
Open Master Case	This button is located on the Client Intake screen. It closes the current Intake screen and opens the master intake. This allows notes, time records, contact information, etc., for a group of cases to be stored and easily accessed. You are warned before the program transfers you to the other case.
Open Other Intakes	This button opens copies of different intake screens simultaneously. This means you can have different intake screens open at the same time. Confusion is avoided because the new screens open in a read-only format. Click **Open Other Intakes** button. Enter one or more letters of the last name in the box and press enter. Choose the appropriate intake from the list by clicking on it. This will open up the new intake. To toggle between intakes (go from one intake screen to another) you click your mouse on Window on the menu bar. Client Intake form is the primary intake. Additional intakes are Client Intake 1 or 2, etc., depending on how many you open. To switch to a different intake just click your mouse on Client Intake #. To Close copies of different intakes click the "**x**" on the second row (not the "X" on the upper most right corner but the one just below it). The Close button will only close the primary intake - not the copies.
Other Matters	Opens the "Other Matters" screen. This screen is used to record "Matter" activities such as the distribution of pamphlets.

Button	Description
Paste Address	Using this button copies the address to your Windows clipboard. Go to another program [i.e., WordPerfect], and paste it on another document such as a letter.
Preferences for Staff Member	This button allows you to set staff number defaults, such as the person's office number, default letterhead, whether he/she will be using Outlook, and others.
Print	Creates a *print preview* version of the intake. The top page is the Case notes. You can view the notes and/or print them by clicking your mouse on the printer icon. To view the Intake you must click the Close button two times. You can view and/or print the Intake sheet. Click the Close button two more times to return to the Intake.
Print Preview	On Intake Page 3 there is a multi-print selection box next to this button which allows you to select, preview, and print a variety of documents for the case and client in one step. These include letters, forms, envelopes, and intake sheets. Click on each one you want and press the *Print Preview* button.
Prior case?	This button allows you to check and see if the client has other intakes in the database.
Review Callback	On the Intake and Eligibility forms move the user directly to the matching Call Back record. If there is not an existing Call Back, one will be created and the Casenum field on the Call Back record will be filled in to match the one on the form that "created" it.
Review Eligibility	You can review the information provided on the Eligibility-Resource Slip by clicking the Review Eligibility button. Click the Close button to return to the Intake screen. This is not recommended. However, to check eligibility after completing the Intake, press the Save/Stay button, and then press the Review Eligibility button on Intake Page 1. This transfers you to an eligibility screen that has already been filled out, or you can fill in a new one to determine financial eligibility. *However, it is strongly recommended that the Eligibility Screen be filled out first.*

Button	Description
Save File	On the Case Notes screen allows users to save their case notes to a separate file. This means that the case notes could then be used for any purpose or used in your word processor.
Save/Stay	Press Save/Stay or Close to save the record.
Search Conflicts	Gives you a search screen to locate possible matching records. *For more information see Section on Searches.*
Sum Time	Adds up the time slips and enters the sum on the Intake screen. It finds all the records pertaining to a case, adds them up, and puts the sum in the Hours field.
Undo All	Press the Undo All button to clear all fields and start over. Pressing the Undo All button is the same as pressing the Esc key twice. If you press Esc once, it returns the field your cursor is in to the way it looked before it was edited, or to how it was last saved. Pressing Esc twice does the same thing to the entire record. If the record is new, it blanks the whole record.
Update Workstation Defaults	This button takes and "hard codes" the default office number, county and several other factors into the input screens on your workstation**.**
Zoom	On the case notes tab - it can be used to enlarge the size of the window. ***HOWEVER***, due to problems with this in the past, **do not** edit text in this window.

XXXIX. TROUBLESHOOTING [to be completed later...]

XL. INDEX [to be completed later...]